

## **Frequently Asked Questions about Online CPM Courses - Update (7/13/2006)**

### **What do I need to do to get admitted to Kentucky State University?**

At the CPM orientation meeting in August, students will complete the Kentucky State University Non Degree Application for Admission Form. This form will be submitted by the OEOD CPM coordinator to University staff for processing. If all required information is provided, students will be notified by the University CPM coordinator of acceptance. If additional information is required, students will be contacted by email requesting that it be provided. The standard admission fee will be waived for all CPM approved candidates.

### **How do I register for a CPM online course?**

Registration materials for online CPM courses at Kentucky State University will be provided to each CPM candidate at the CPM Orientation meeting scheduled in August. Staff will help you complete the forms. The information will be entered into the Kentucky State University student information system by University staff.

### **How much do these online courses cost?**

Tuition for the 2006-2007 academic year has been set at \$120 per credit hour. This means that for each 3 credit course taken in the 2006-2007 academic year, a student will pay \$360. There will be no fees associated with these courses.

### **How much will textbooks cost?**

Textbook costs will vary with each course. However, a student should budget approximately \$120 per course to buy textbooks and supplies. Purchase of textbooks and supplies is the responsibility of every student.

### **Where can I buy my textbooks?**

Once a student knows the specific title, edition and publisher of the textbook assigned for the course, they can be purchased either through an Internet book dealer such as Amazon, [www.amazon.com](http://www.amazon.com) or from the Kentucky State University bookstore (502-597-6352).

### **How do I pay the University for my class?**

After you have registered and your class schedule has been entered into the University Student Information System by the KSU CPM coordinator, you can find out what you owe by visiting the University Cashier (located in the 3rd floor lobby of the Academic Services Building) and asking for a copy of your bill. Your tuition may be paid at that time by cash (on-campus payments only), money order, cashier's check or certified check. Personal checks are also acceptable.

A more convenient way to find out how much you owe and to pay your bill is through the University web page: [www.kysu.edu](http://www.kysu.edu). You can logon to the University web page and follow the directions listed below. Students' bills are posted on the web site on the following business day after registration.

## ***PROCEDURES TO PAY ONLINE***

To expedite the payment process, you should have in hand the following reference materials:

1. your registration materials with class schedule listed
2. your student identification number
3. a valid Credit card

Then, access the University's website at [www.kysu.edu](http://www.kysu.edu)

Click on the **KSU Students** tab

Click the **Pay Online** tab below the **Finances** heading

Enter your student identification number in the **Student ID** number and **Date of Birth** boxes.

Click **Verify Student ID** and **Date of Birth** boxes

Select the appropriate semester/term for which you want to make payment

Click **Credit Card Payment**

Enter all required information then Click **Submit** to finalize your bill payment.

## ***PAYMENT BY MAIL***

If you choose to pay by mail, the payment must be in the form of a cashier's check, certified check, money order, or personal check. Please include your ID number on your check.

## ***PAYMENT IN PERSON***

Fees may be paid in person at the Bursar's Office - located in the ASB 3rd floor lobby

## ***PAYMENT BY CREDIT CARD***

If you are planning to pay your tuition with your MasterCard, Visa, Discover Card, or American Express, you may do so by mail or online (see above).

### ***How long do I have to pay the University for my class?***

The exact dates for payment are determined for each semester in advance and listed in the University Catalog. However, in accordance with past University practice, you will have 10 business days to pay for your class. At that time you will be considered 'Registration Complete.' Other financial arrangements can be made through the University Financial Aids office. Call 502-597-5960.

### ***What happens if I do not pay for my class on time?***

If you do not pay for your class on time you will be dropped from the course. Your teacher will be notified and you will not be allowed to participate in the class. Since this is an online class, you will also be dropped from the Blackboard course management system. All of your work up to that point in time on this system in this class will be lost. You should note the following University policy: **A student's registration is not complete until that student has paid his/her tuition in full or made a payment plan with the Financial Aid Office to pay all tuition and fees.**

### ***Why are the CPM courses now online?***

Six CPM courses have been converted to an online system to enable state and local government employees across the state to enroll and benefit from the program. Given the dramatic increase in travel and lodging costs incurred through travel to and from the OEOD headquarters in Frankfort, the online course offerings provide an opportunity to participate in the program on a tuition cost only basis. No travel is required during the course sequence. This will create cost savings to students and government sponsoring agencies. It will also save travel time because the courses can be taken from any computer that has internet access whether at work, at home or at a local library.

### What is an online course?

In an online course, all information flow between the student and the teacher is conducted through computer internet access. Unlike a traditional college, on campus course, there is no face to face or classroom participation required. Although there will not be class attendance taken, you will be required to log in on a regular basis to access your course announcements, complete course assignments and interact with your professor.

Kentucky State University provides a course management system called Blackboard to handle this communication effectively and efficiently. A student enrolled in an online course will be given a Blackboard account number and a password that will enable them to log on to the system. Detailed directions will be provided to each student on where and how to access the Blackboard system.

Once in the Blackboard system, each course will direct the student with specific course documents to read assignments to complete and tests to take. The course teacher and the student will proceed through the course materials as outlined in the course syllabus which is included in Blackboard.

### Where can I find the KSU Blackboard site?

Detailed instructions on how to access your Blackboard course and navigate within it to complete your online courses will be included in your introductory information packet. If you lose them, you should call 597-5611 and they will be mailed to you through your state government email address. In brief, you should know that all KSU online courses are accessed through the Kentucky State University web page at [www.kysu.edu](http://www.kysu.edu). At this opening University page, you will find a Students heading. If you select this heading, you will be linked to a second page that lists many of University departments and programs. Look down the right column until you find the word Blackboard. The type is very small so you will have to look closely. Once you find it you should click Blackboard. Further directions are included in your information packet.

### How do I obtain a KSU online Blackboard account?

After you register for your online CPM class during your orientation meeting, a Blackboard account and password will be created for you by University staff. This information will be sent to you through email using your state government email address. You must use this account number and password to access your online course.

### What will my Blackboard user name look like?

It will typically follow the example below for John Doe: **jdoe**

This is made up of:

**[first initial of your first name] + [full last name] + [last 3 digits of your Student ID Number]**

If you do not know your SID number, contact the KSU Registrar's Office at 502-597-6234.

### What will my Blackboard password look like?

By default, your password is the entire 8 digits of your KSU-assigned Student ID Number, typed without hyphens.

It is extremely important that you change this password the first time you log in.

After logging in to Blackboard, within the Tools Panel on the left, click "Personal Information" > then "Change Password."

Click to login -> Enter and follow directions provided.

### How can I learn how to use Blackboard for my online courses?

1. Once you receive your Blackboard account number and password, you can logon to the Blackboard course management system through the Kentucky State University web page at: [www.kysu.edu](http://www.kysu.edu) .Under the Blackboard heading, MY COURSES, a Blackboard tutorial course **CPM Blackboard Tutorial** will be listed among your course choices for the semester. Click on this course name and follow the instructions as they are presented from the opening **Announcements** page. This is a self paced tutorial that you can read and review at any time during the semester.

2. You will also be given a Blackboard Student Edition Quick Source trifold brochure. This brochure explains many of the standard and special features about this course management system.

3. You will also be able to call the KSU CPM Coordinator at 597-5611 for help during regular business hours.

### How do I withdraw from a CPM online course?

All online CPM courses are University based with credit awarded upon completion.

Withdrawal from a CPM course follows University guidelines and procedures. A CPM student must contact the OEOD CPM coordinator who will assist in the withdrawal process. The OEOD CPM coordinator will facilitate the withdrawal process with the University CPM coordinator in the Office of Continuing and Distance Education.

University deadlines published on the university web pages will be followed. To remain eligible as a CPM candidate, students who withdraw from a CPM course during the semester will be required to retake the CPM course in a future semester. Refunds for the cost of the course will adhere to established University procedures.

### If I withdraw from my class, can I get a tuition refund?

University refund policy Fall and Spring Semesters is:

- |                    |   |  |
|--------------------|---|--|
| 100 percent refund | — | prior to the first day of classes and during the first week of classes |
| 75 percent refund  | — | during the second week of classes                                      |
| 50 percent refund  | — | during the third week of classes                                       |
| 25 percent refund  | — | during the fourth week of classes                                      |

No refund will be made after the fourth week of classes.

University refund policy for Summer Semester is:

100 percent refund — prior to the end of late registration  
75 percent refund — Two days after the end of late registration  
50 percent refund — Next four days after the end of late registration  
25 percent refund — Next two days after the end of late registration

No refund will be made nine days after the end of late registration.

### Can I get an 'incomplete' for an online course?

An incomplete grade is assigned as a student's grade at the end of a course under very limited circumstances. University policies outlined in the University Catalogue Section XIV will be followed for all CPM online courses.

In summary, a grade of "I" can only be assigned for an unforeseen and extraordinary circumstance or situation which would have prohibited a student from completing a minor part of a course requirement, such as the final exam, one major exam, completion of a term paper or class project, or part of the requirements of a laboratory, and the student has made a request to the instructor prior to the end of the term.

An Incomplete earned in any given term (summer session/semester) must be removed by the end of the eighth week of classes during the next regular academic semester. Otherwise, the "I" will be changed automatically to a grade of "F."

### Do I need a KSU parking permit if I come to the University campus?

Although your six KSU/CPM courses are all online, the CPM program will also require you to attend several on campus workshops. One of the final requirements in the completion of the CPM program, you will also be required to make a capstone, team project presentation. Parking permits for these OEOD delivered events can be obtained from the OEOD staff at no charge.

### How do I obtain a KSU email account?

Kentucky State University email accounts and passwords are issued through the University's information technology unit. University staff will create a unique account number and password for each CPM student. University staff will send that information to each CPM student through another email account as part of your introductory information packet. For State Government employees, this email address will usually be your state government email account. In completing the Kentucky State University admission form, students will include this state government address on that form. This address will be used to notify each student of their new, Kentucky State University email account and password. It is KSU policy that all students must use this Kentucky State University email address when interacting with University faculty and staff. This address will be used by the University in communicating vital information to you.

### I have already taken a similar course at another University.

The University accepts transfer credits from regionally accredited colleges and universities. Standard university policy will be followed to determine course equivalency between the course you took previously and one of the courses in the CPM sequence. In general, the process begins in the University Registrar's office with the Transcript Coordinator. For more information about the process call 597-6412.

I already have an undergraduate degree in PUA from KSU.

Do I have to retake these courses?

The CPM program is designed for government employees who do not have the academic background and experience necessary for them to become managers and supervisors. It is designed to provide that background through college level courses and guided workshops and projects that they would not otherwise be able to learn in their current positions. In general, the participants in this program may have little or no college experience. While there may be overlap between the undergraduate PUA degree program courses and the CPM online courses, the focus in the CPM program is on Kentucky budgetary processes, laws, organizational structures, and their policies and practices. However, in acknowledging the value of the overlap in course content, CPM admitted students who already have an undergraduate degree in PUA, may be required to take a minimum number of the online courses. The online courses represent about one half of the CPM program required courses and activities that lead to national certification. An application from a CPM applicant to the program who already has a degree will be considered on a case by case basis by the OEOD screening committee and KSU. A determination will be made at that time regarding the transfer of courses from degree to CPM certification.

What is so special about these CPM online courses?

The six online courses that are part of the CPM program are specifically designed for the new CPM program. One of the main objectives of this sequence seeks to enhance group or team development. Students are admitted to the program in 'cohorts' and proceed through the online course sequence as a group. Within the first five courses, special team projects will be completed that foster teamwork. The sixth and final course is a large group project.